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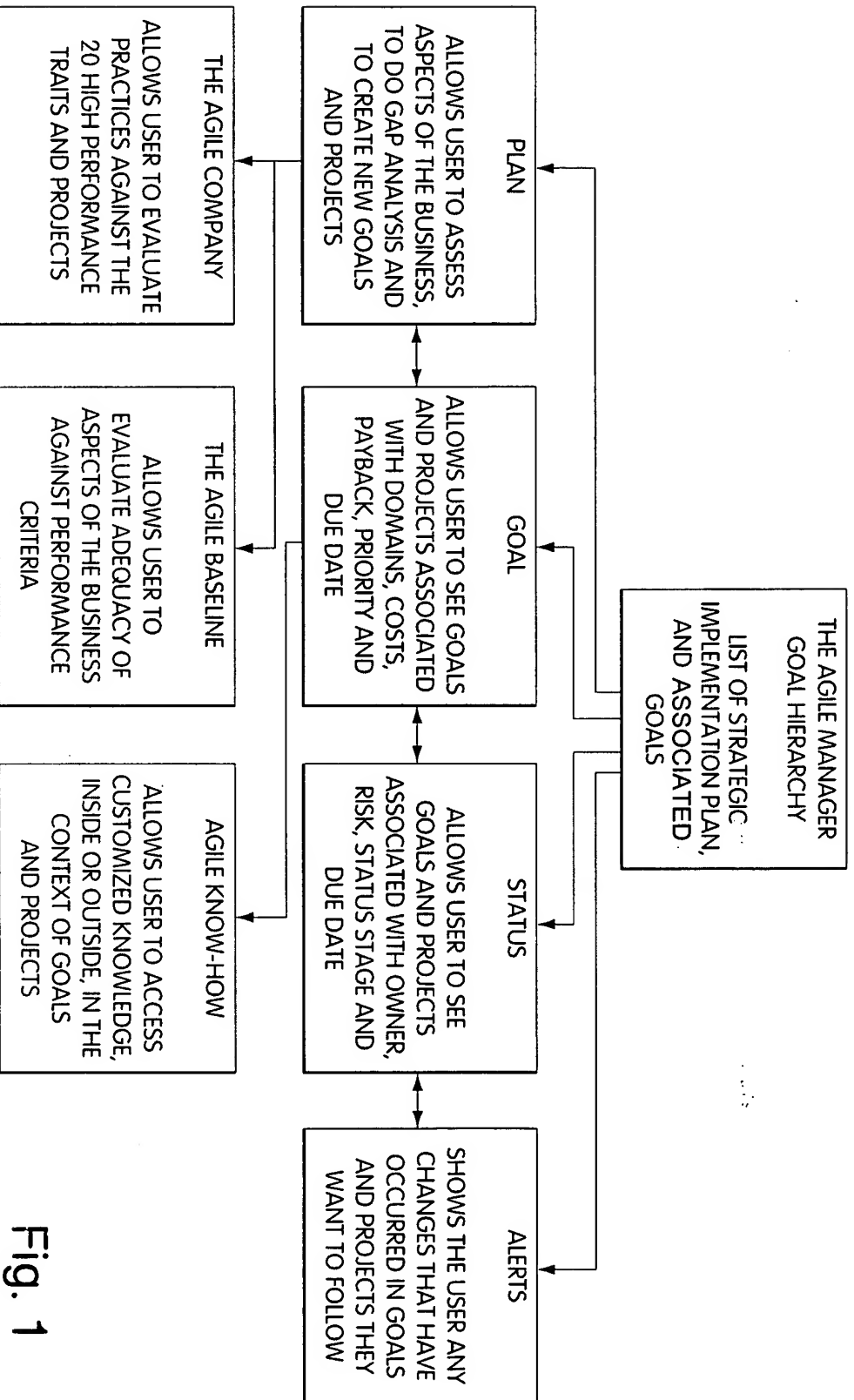


Fig. 1



Replacement Sheet

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The screenshot shows a Netscape browser window with the title "Expand business with most profitable customers | Summary - Netscape". The address bar shows the URL: `/agility0005/am/act_summary.jsp?proj=PSCDB565336755E10072391DBEA017F30`. The browser has a menu bar (File, Edit, View, Go, Communicator, Help) and a toolbar with icons for Bookmarks, Location, and a search icon.

The application interface features a tabbed navigation system with tabs for "Act", "Goals", "Plan", and "Administer". The "Act" tab is currently selected, and within it, the "Summary" sub-tab is active.

The main content area displays the details for the project "Expand business with most profitable customers". It includes a "Delete" button and an "Edit" button. The project details are organized into several sections:

- Parent Goal:** Select Parent
- Owner:** Doug Beaven (with a Delegate button)
- Objective:** Cross sell and up sell our products to our existing client base from a position of strength.
- Domain:** Customers
- Status:** not started
- Due Date:** 09/01/99
- Actual Goal:**
- Desired Goal:**
- Gap:**
- Priority:** 5
- Risk:** 3
- Stage:** Analysis/Assessment
- Investment:** \$125,000.00
- Payback:** \$16,750,000.00

History:

- (04/14/99) SubProject - Added subproject: Identify clients with the greatest \$ opportunity.
- (04/14/99) SubProject - Added subproject: Have profitable products for every segment
- (04/13/99) Date - Target date changed to 09/01/99.
- (04/13/99) Create - Project created.

At the bottom of the form, there is a section labeled "Agile Manager" with an "Edit" button.

The browser's status bar at the bottom shows "Document Done" and various navigation icons.

Fig. 13

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Goals

[Select] ▼

Plan

Administrator

View Contributing Goals

Show Columns for: Priority ▼

Expand business with most profitable customers	Cost	Payback	Priority	Due
Deepen relationships with high net worth clients	750,000	5,000,000	5	6w
Have profitable products for every segment	75,000	250,000	5	34w
Top Goal Total:	\$825,000.00	\$5,250,000.00		

Agile Manager

Fig. 15

Replacement Sheet

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Goals					
[Select] ▼					
View All Goals					
Show Columns for: Status ▼					
	Risk	Owner	Stage	Status	Due
⊗ <u>Have profitable products for every segment</u>	4	<u>Mike Jones</u>	Requirements Gathering	needs attention	34w
⊗ <u>Monitor competitive moves around the Internet</u>	3	<u>Doug Beaven</u>	Analysis/Assessment	needs attention	7w
⊗ <u>Reduce Breakeven on New Business</u>	4	<u>Doug Beaven</u>	Implement	needs attention	7w
⊗ <u>Develop an RFP for professional services support</u>	4	<u>Joe Smith</u>	Retrospective	completed	-4w
⊗ <u>Perform reference checks on short list of PS firms</u>	4	<u>Doug Beaven</u>	Retrospective	completed	-4w
○ <u>Ask clients about our perceived competencies</u>	5	<u>Doug Beaven</u>	Requirements Gathering	not started	1d
○ <u>Eclipse competition with our e-comm capability</u>	5	<u>Doug Beaven</u>	-	not started	-
○ <u>Expand business with most profitable customers</u>	3	<u>Doug Beaven</u>	Analysis/Assessment	not started	17w
○ <u>Find new company or spin off threats</u>	5	<u>Doug Beaven</u>	Implement	not started	9w

Fig. 20

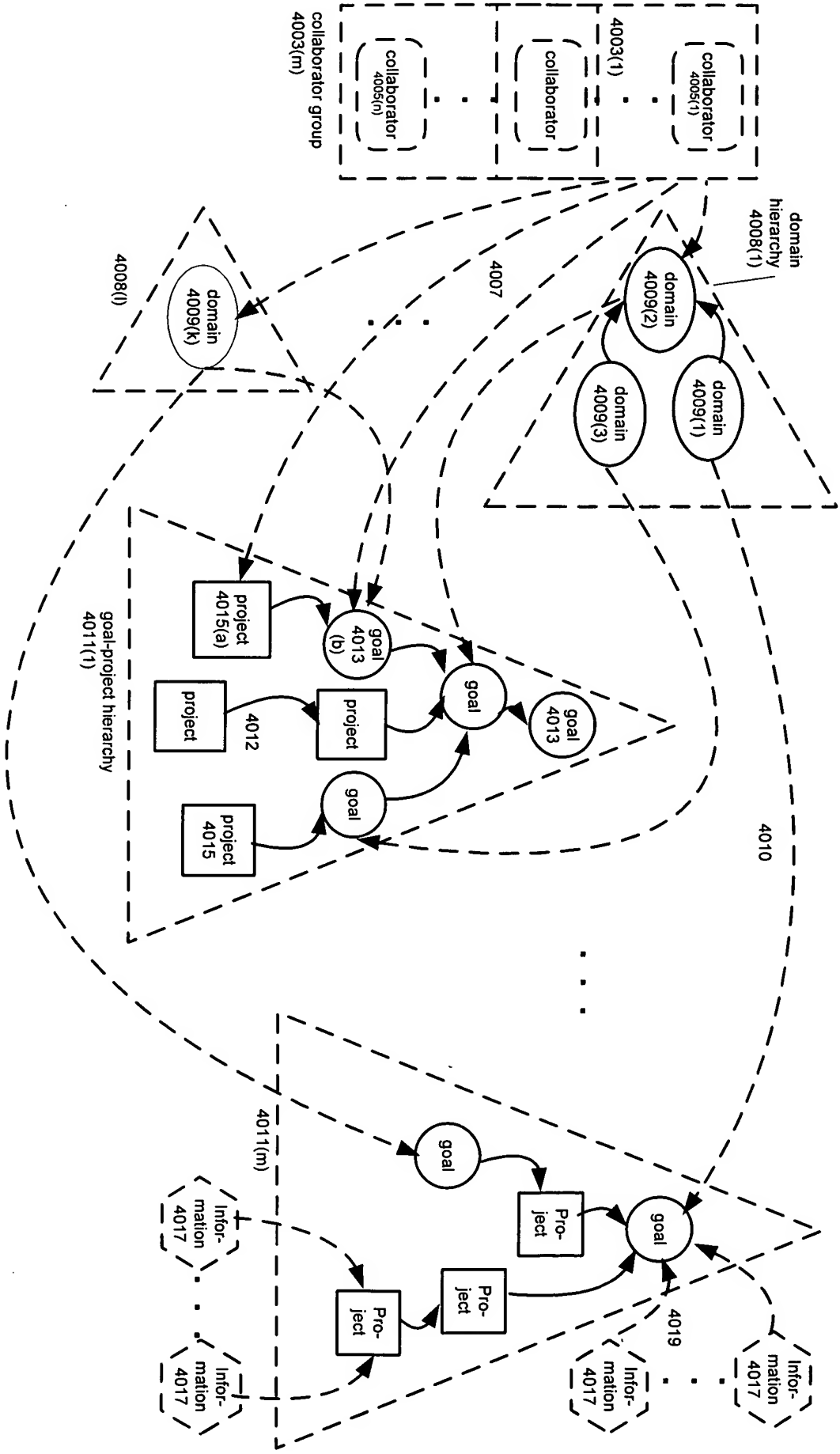


Fig. 40

a model in parent 4001

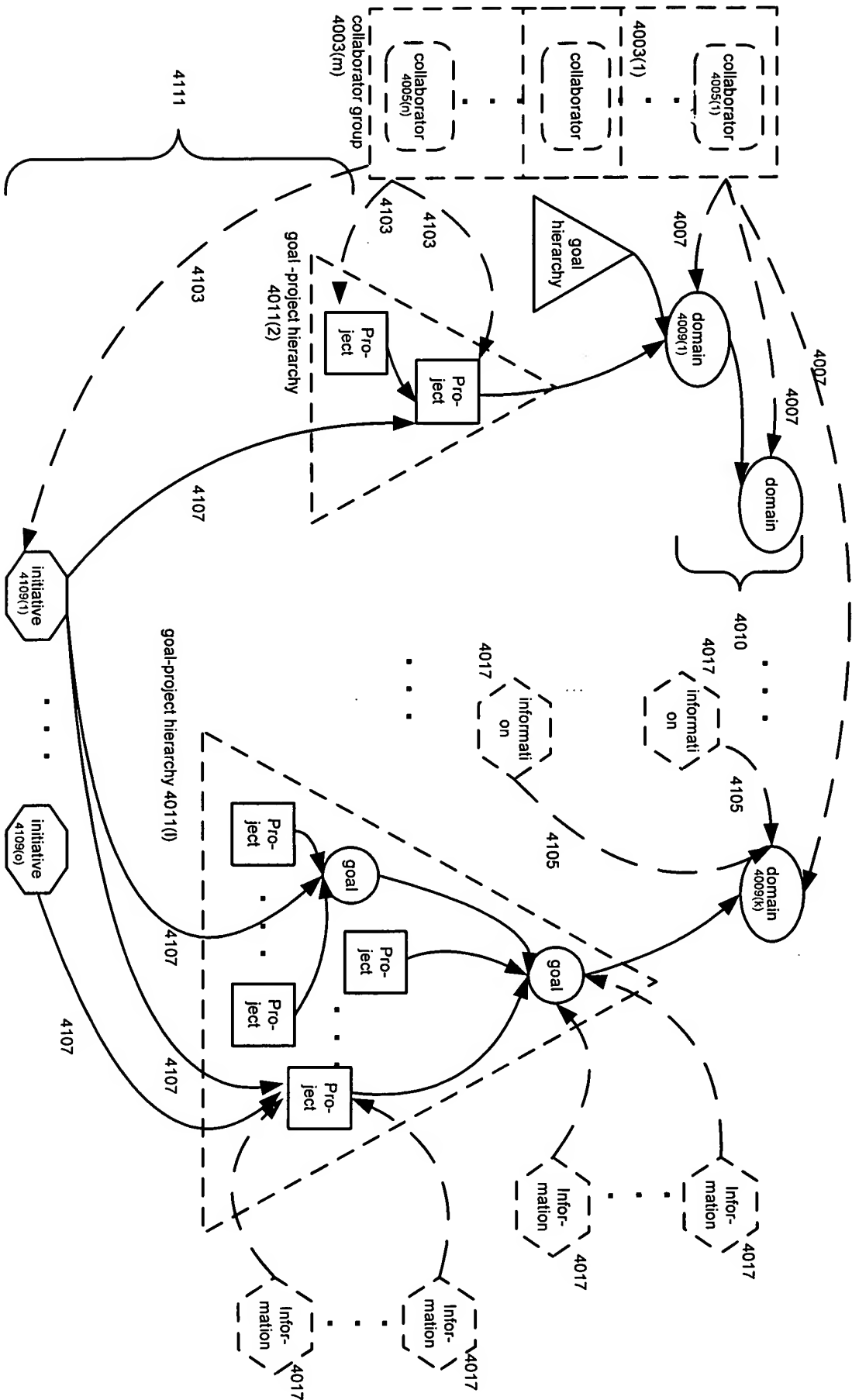
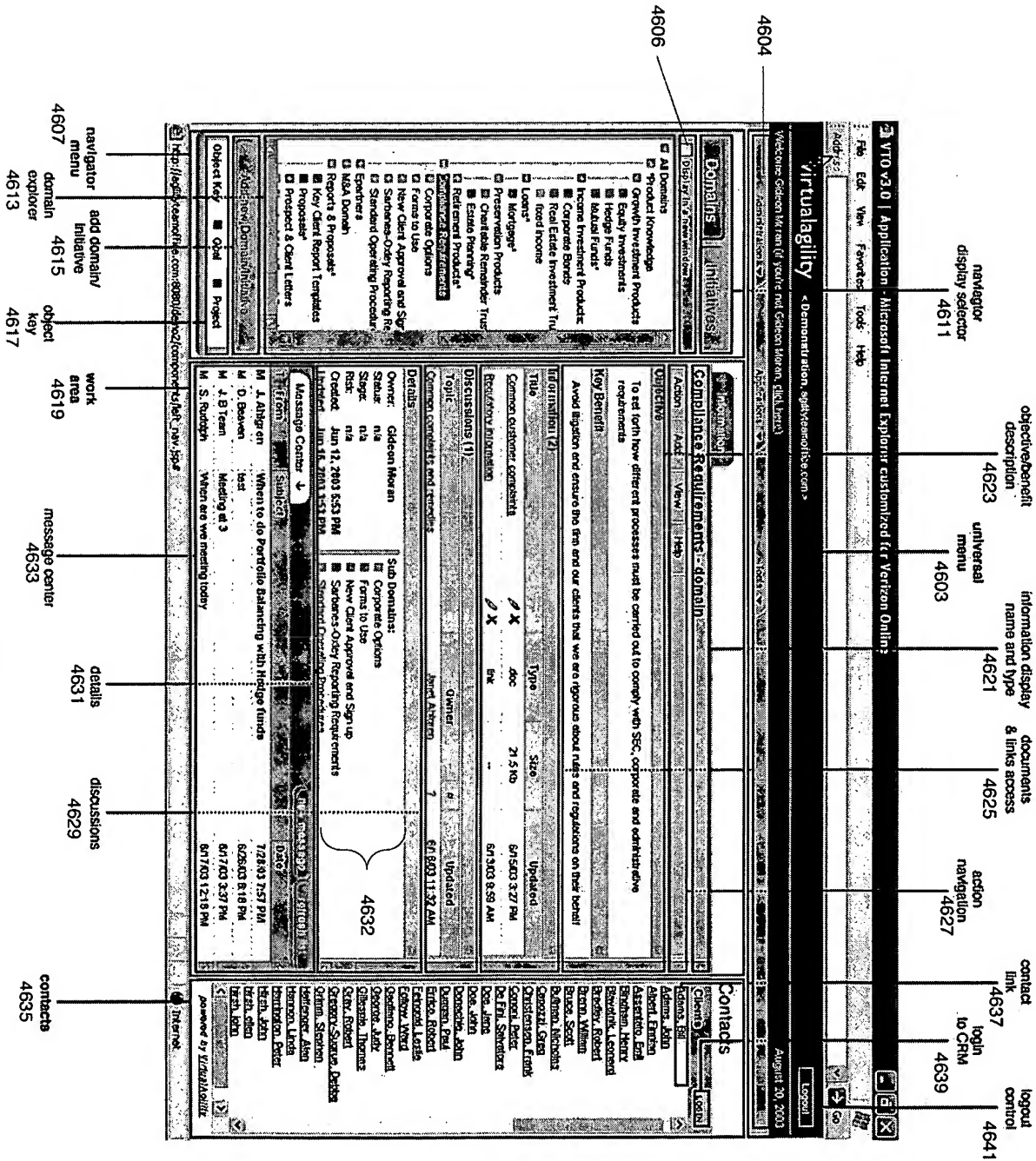


Fig. 41

improved model 4101

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Fig. 46